

APPENDIX B SPECIAL PROGRAMS

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TICKET TO WORK

The following guidelines will assist the VR counselor in the use of the SSA Ticket to Work program. The Ticket Program and the payment mechanisms built into the program should not influence the rehabilitation counseling process. Decisions regarding services to be provided by DCRSA should not be impacted by the individual's decision to assign or not assign the Ticket to DCRSA.

INTAKE

During the intake process the counselor will identify if the individual is a SSI/SSDI recipient. If the individual is an SSI/SSDI beneficiary the counselor will ask if the individual has received a Ticket.

(1) If the individual has a Ticket:

- The counselor will discuss assignment of the Ticket **during the intake process**. If the individual brings the Ticket, the counselor will call Maximus toll-free #1-866-968-7842/TDD 1-866-968-2967 to verify that the individual has a valid ticket to assign. If valid, the counselor will retain the Ticket and keep it in the individual's file.

(2) If the individual does not have a Ticket or does not know if they have a Ticket:

- The counselor will call Maximus toll-free #1-866-968-7842/TTD 1-866-968-2967 to verify if the individual has a valid Ticket to assign. If the counselor is unable to verify if the individual has a Ticket, the counselor should contact the DCRSA Ticket Liaison for assistance.
- If the individual chooses not to assign the Ticket to DCRSA, but would like to receive DCRSA VR services, the individual will be referred to a DCRSA VR Counselor.
- If the individual chooses not to assign the Ticket to DCRSA, and does not want to receive DCRSA VR services, the individual will be referred to a DCRSA VR Counselor and the case will be closed Status 08.

PLAN COMPLETION AND PAYMENT METHOD

When the counselor and individual complete and sign the IPE, and the reimbursement payment method option is chosen.

- 1) The individual assigns the Ticket to DCRSA:

- **Pilot Payment Program:** The Deputy Director of DCRSA will designate a DCRSA Ticket Liaison to Pilot the Milestone Payment System under the Ticket in DCRSA.
- The DCRSA liaison will designate the Cost Reimbursement Payment System for an individual under the Ticket Program.
- The DCRSA Ticket liaison will choose between the options of Cost Reimbursement or Milestone Payment System when completing the database using the following criteria:
 - If the individual is an SSI or both SSI/SSDI recipient, always select the Cost Reimbursement method.
 - If SSI recipient only, consider the following questions: Will the case be open 5 or more years? Is the individual 55 years or older? Will the estimated costs of services exceed \$10,000 or more?
 - If any of the above applies, choose Cost Reimbursement; if not, choose Milestone Payment option.
- Complete database information.
- The Ticket should be kept in the individual's case file.

2) The individual does not want to assign the Ticket to DCRSA:

- The counselor will notify the Unit Supervisor indicating the individual does not want to assign the ticket to DCRSA. The counselor should document this information in the case file. Under this circumstance, DCRSA can still apply to SSA for Traditional Reimbursement.
- The DCRSA counselor will encourage the individual to assign the Ticket to DCRSA. The counselor should stress the benefit of the protection associated with the Continuing Disability Review with the Ticket. The funds received through the Ticket program can be used by DCRSA to provide services to other individuals.

3) The individual has assigned the Ticket to a provider that is in a joint Employment Network with DCRSA:

- The DCRSA counselor or the provider will complete a Ticket Assignment Form and forward it to the DCRSA Ticket Liaison.
- The DCRSA counselor will determine the payment system to be used for this individual in consultation with the provider.
- If the individual is not a current DCRSA open case, the Ticket should still be assigned to DCRSA and forwarded to the DCRSA Ticket Liaison. The provider will complete a vocational plan and submit the plan to DCRSA.

4) The individual has assigned the Ticket to a provider not in an Employment Network with DCRSA:

- The DCRSA counselor will encourage the individual to reassign the Ticket to DCRSA under the following circumstances:
 1. The individual is dissatisfied with the other Employment Network's services.
 2. The individual is not receiving any significant services from the other Employment Network.

If the individual chooses to keep the Ticket assigned with the other Employment Network, the DCRSA counselor will complete a Ticket Assignment Registration form indicating which Employment Network is holding the Ticket and forward it to the DCRSA Ticket Liaison.

TICKET TO WORK FORM 1365

Form 1365 Ticket to Work has been discontinued.

REHABILITATION ASSESSMENT FOR CLIENTS TO DETERMINE ELIGIBILITY

The goal is to provide initial diagnostic services to customers during the initial stages of case development and planning. Services are provided in settings arranged by the counselors and/or Unit Supervisors. Services include general medical examinations, mental health assessments, psychological and vocational evaluations, educational assessments, ability assessments, conditions determinations, case consultation, and the need for technical assistance. To expedite the evaluation process, the counselor should make every effort to secure existing information. To the extent that existing data does not describe the current functioning of the individual, is insufficient, or inappropriate to make an eligibility determination, additional assessments may be requested required in 34 C.F.R. § 361.42.

To ensure competent, consistent professional quality, DCRSA diagnostic evaluation services are completed by individuals who are licensed physicians, psychologists, psychiatrists or psychological examiners.

PROCEDURES – REFERRAL FOR ASSESSMENT

- Complete the Referral for Service Form (1336) Service Authorization. It is very important the referring counselor indicate any assessment problems or questions to be addressed. In addition, necessary accommodations related to mobility, vision, hearing, etc. should be identified. During the course of the evaluation diagnostic staff will address identified problems or questions. If other evaluation concerns are discovered, they will be evaluated to determine if the identified concern could have an impact on the individual's success in their rehabilitation program. If a general medical examination is needed, the counselor will schedule an appointment with DCRSA's Medical Unit.
- When individuals have not reached the age of majority or have been determined incompetent, an informed consent for the diagnostic assessment is signed by the appropriate parent/guardian, with a copy attached to the 1336 Referral for Services Authorization Form. Referring rehabilitation counselors are to insure that all individuals referred for assessment consent to the evaluation process.
- When existing medical, psychological, employment, history, or disability information is available, a consultation with the appropriate DCRSA medical consultant can be obtained to review the existing data. The DCRSA medical consultant or service provider will complete a consultation form or a written report.

- Once the appointment has been obtained, the counselor forwards the Request for Services Authorization (1336) along with any other pertinent medical documentation to the service provider. When available, existing psychological testing records, mental health reports, medical records, etc., shall be made available for review by the evaluation service providers as needed.
- The referring counselor is responsible for notifying the individual of any scheduled appointment and providing directions to the evaluation site as well as other pertinent information. If the individual fails to report as scheduled, the Service Authorization will be returned to the referring counselor documenting the individual's failure to report after two missed appointments. To reschedule, follow procedures as outlined above.

SMALL BUSINESS ENTERPRISE PROGRAM

A self-employment situation is sometimes the best rehabilitation program that can be developed with an eligible individual. Assistance with the purchase of occupational tools, equipment and initial stocks may enable an individual to reach a self-employment outcome rather than working for a wage or salary in a competitive situation. A threshold of \$5000 has been established. **For exception refer to Appendix G.**

PROCEDURES – SMALL BUSINESS ENTERPRISE PROGRAM

TO BE PROVIDED AT A LATER DATE

CLIENT ASSISTANCE PROGRAM

The Client Assistance Program (CAP) is operated by an agency designated by the Governor and is independent of any agency that provides treatment, services, or rehabilitation to individuals under the Rehabilitation Act.

The purpose of the Client Assistance Program is to:

- 1) Provide an information and referral service to rehabilitation clients and applicants.
- 2) Assist clients and applicants in relationships with projects, programs, and facilities providing VR services.
- 3) Assist, upon request from the client or applicant, in pursuing legal, administrative, and other remedies available to ensure the protection of their rights under the Rehabilitation Act.

CAP can advise DCRSA of identified problems, problem areas in the delivery of VR services to persons with disabilities and suggest methods and means of improving the delivery of services.

DCRSA TRANSITION PROGRAM

TRANSITION SERVICES

The term transition services means a coordinated set of activities for a student, designed within an outcome-oriented process, that promotes movement from school to post-school activities, including post-secondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adults services, independent living, or community participation. The coordinated set of activities shall be based upon the individuals student's needs, taking into account the student's preferences and interest, and shall include instruction, community experiences, the development of employment and other post-school adult living objectives, and, when appropriate, acquisition of daily living skills and functional vocational evaluation. 34 CFR §361.22(a)(2) provides that, if the student is determined eligible for VR services, the student's IPE should be developed as early as possible during the transition process but no later than when the student exits the school setting.

PROCEDURES FOR TRANSITION SERVICES

Age 14 or before:

DCRSA Rehabilitation Services will provide informational services and brochures regarding DCRSA services to any student, parent or guardian, special education teacher or other school official.

Age 16 or before:

The counselor will meet with the special education teachers on a yearly basis to discuss potential referrals for DCRSA services. A meeting will be scheduled to discuss students in the 11th grade to determine recommendations for referral to DCRSA before the end of the junior year.

Before Graduation:

The DCRSA counselor will receive referrals from the special education teacher no later than October of the senior year. All referrals will be accepted using the DCRSA Transition Referral Form 410. In addition to the referral form, the teacher will submit copies of school records, psychological evaluations and the DCRSA Informed Consent Form signed by the parent or guardian (if the referral is under the age of 18). The school will submit any additional information that is pertinent and useful in assisting the DCRSA counselor to determine eligibility and assist the student and the counselor in identifying, selecting and pursuing appropriate career objectives.

The DCRSA counselor will complete an application at the earliest date possible upon receipt of the transition referral form and supporting documents. The DCRSA counselor

must determine eligibility for services and ensure the development and approval of the Individualized Plan for Employment (IPE) by the time the student leaves the school setting. 34 CFR §361.22 and 361.45

If the DCRSA counselor is unable to complete the vocational assessment to determine eligibility within 60 days of application, (due to missed appointments) the counselor must notify the special education teacher or other official as soon as possible to enable the special education teacher to resume the IEP planning process.

The DCRSA counselor will follow established procedures for referral, application, eligibility determination and IPE development consistent with informed choice.

RESPONSE LETTERS FOR TRANSITION REFERRALS

- 1) DCRSA Transition Information Packet
- 2) Rehabilitation Services

In order to have a reasonably predictable statewide response to Transition Referrals and to make the process as easy as possible, it is suggested that each office adopt the following format for use as cover letters for the **DCRSA Transition Information Packet** (Sample Letter 1) and for **Rehabilitation Services** (Sample Letter 2).

The complete packet should include:

- 1) A cover letter (Sample Letter 1)
- 2) One copy of the DCRSA Procedure on Referrals for Students in Transition
- 3) One copy of the DCRSA "TRANSITIONS" Information on Vocational Rehabilitation Programs sheet
- 4) DCRSA Order of Selection Information for Transition Services sheet
- 5) An DCRSA Agency Brochure and Handbook
- 6) Other requested information, i.e., Client Choices, etc.,
- 7) A Counselor's Business Card

SAMPLE LETTER 1

Date

Student Name

Address

City, State, Zip Code

Dear Student's name:

Thank you for asking about vocational rehabilitation services. Throughout the District of Columbia, we help eligible persons, become employed and independent in their daily lives.

Agency customers may be offered a wide variety of services that can prepare them for employment. To help you understand more about what vocational rehabilitation services means, we are sending information explaining rehabilitation services with The Rehabilitation Services Administration. Please talk with your parents and teachers about your plans. We want you to be familiar with vocational rehabilitation services so you can make better decisions about the next few years.

Once again, thank you for contacting our agency. I hope the enclosed data will be helpful to you. We look forward to possibly working with you later, as you prepare for adult life.

Sincerely,

Counselor

ORDER OF SELECTION INFORMATION FOR TRANSITION SERVICES

CATEGORIES:

- 1) Individuals with the Most Significant Disabilities
- 2) Individuals with Significant Disabilities
- 3) Individuals with Non-Significant Disabilities Needing Multiple Services
- 4) Individuals with Non-Significant Disabilities

WHAT IS ORDER OF SELECTION? If DCRSA is unable to provide rehabilitation services to all eligible individuals, the agency will operate under an order of selection. Individuals with the most significant disabilities have first priority when it comes to services that require the expenditure of money

WHAT ARE SOME OF THESE SERVICES? Counseling, guidance, career exploration, physical restoration, college of vocational training, supported employment, job placement, and follow up services.

WHAT IS A SIGNIFICANT DISABILITY? One that seriously limits a person's ability to move, communicate, take care of themselves or relate well with other people. Must impact employability.

WHY HAVE THIS POLICY? DCRSA doesn't have enough money to serve all eligible people with disabilities who apply. Therefore, the law says we have to give first priority to people with the most significant disabilities.

WHO DECIDES IF I'M SIGNIFICANTLY DISABLED? The DCRSA Counselor makes this decision.

WILL I AUTOMATICALLY QUALIFY FOR PAID-FOR SERVICES IF MY DISABILITY IS LISTED UNDER THE DEFINITION OF SIGNIFICANTLY DISABLED? No Significance of disability is only one factor used to determine eligibility for paid-for services. All applicants must be evaluated and must meet several criteria before eligibility is determined.

WHAT IF I DON'T HAVE A SIGNIFICANT DISABILITY, YET STILL WANT PAID-FOR SERVICES? Contact your local DCRSA office, talk to a counselor and complete all paperwork. This way eligibility will already be determined if money does become available.

WHAT IF I DISAGREE WITH THE DECISION? You may appeal the decision.

SAMPLE LETTER 2

Date

Student Name

Address

City, State, Zip Code

Dear Student's Name:

We recently received a Transition Referral Form from the Individual Education Plan (IEP) Team at your High School showing that you may be interested in learning about how vocational rehabilitation services might be helpful to you.

The purpose of DCRSA Rehabilitation Services is to assist persons who are eligible for our services to become employed and independent in their daily lives. Eligible persons may be offered a wide variety of services that can prepare them for employment.

In order to find out more about how vocational rehabilitation services can personally help you, call me at (_____) within the next two weeks. I will be happy to set up a personal appointment so we can discuss your future and how DCRSA Rehabilitation Services may be able to help you.

Sincerely,

Counselor

DISABILITY MANAGEMENT PROGRAM

DCRSA' Disability Management Program is intended to achieve a win-win situation that addresses the reciprocal, economic, and humanistic needs of the true stakeholders in disability management—employers and employees.

Common interests that can be achieved through an effective program include important outcomes such as preventing and reducing the risks of injury and illness, mitigating the damages associated with injury and illness, retaining productivity, effectively using human resources and health care services, improving financial security, avoiding adversarial relationships, and achieving the goals of disability legislation.

DCRSA' Disability Management Program focuses on workplace prevention and remediation strategies that seek to prevent disability from occurring or, lacking that, to intervene early following the onset of disability, using coordinated, cost-conscious, quality rehabilitation services that reflect an organizational commitment that encourages return to work for employees with disabilities.

One of the most effective strategies utilized within disability management is the implementation of an early Return-to-Work Program. A Return-to-Work Program is an employer-sponsored program designed to assist an employee who is recovering from injury or illness in the individual's return to work as soon as it is safe and medically feasible. By utilizing transitional employment an employee whose condition is stable enough to endure some work activity can return to the work place and perform those work tasks the individual is capable of completing. An employee is assigned specific work tasks the individual can perform taking into account physical and/or emotional restriction. Accommodations that can be offered during the transitional work period include reduced work hours, modified work tasks, or entirely different jobs. The objective of a Return-to-Work Program is to provide a safe and gradual return of the employee to full, regular employment. Upon request, DCRSA disability management staff will assist an employer in the development of Return-to-Work Program policy and procedures, program implementation, and follow-up.

Referrals to the DCRSA Disability Management/Return-to-Work Program should be directed to the Chief of the Vocational Rehabilitation Services Division. Referral information should include the following:

- The name/phone number/address of the referral (employer and/or employee)
- Employer contact person (if available), and the Employee's disability (if indicated)

